

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW ANND, N30 (b)(6)
Sent: Monday, January 06, 2014 8:50 AM
To: (b)(6) CIV NSA South Potomac (DLGR), N30
Cc: (b)(6) NDW HQ, N3; (b)(6) CIV NNMC; (b)(6) CIV JB
Anacostia /Bolling HQ, JB30
Subject: RE: UNITY Radios - December 2013 Update
Signed By: (b)(6)
Importance: High

Chief,

- 1) My radio charger has failed to maintain charge, for my portable.
- 2) Was able to use for routine radio traffic, radio provides more capabilities (channels), but appears to not improve most previously identified dead spots in various buildings as current radios.
- 3) Test radio not used during incidents because the conventional channel not programed, this feature is required on incidents where there are coverage issues.
- 4) (b)(6) and company 3 NRL did some radio testing at NRL buildings and there appeared to be no improvement vs. the current radio system.

Opinion: the new radio provides better capability, but does not appear to enhance previously identified coverage issues.

Do we have a status from N6, on their testing via the contractor?

Please let me know if you need anything else.

Thanks (b)(6)

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (DLGR), N30
Sent: Friday, December 27, 2013 12:57 PM
To: (b)(6) CIV NDW ANND, N30; (b)(6) CIV NDW NSAA, N30; (b)(6)
CIV NAS Patuxent River, N30; (b)(6) CIV NDW DLGR, N30; (b)(6) CIV
NDW WNYD, N30; (b)(6) CIV JB Anacostia /Bolling HQ, JB30
Cc: (b)(6) NDW HQ, N3
Subject: FW: UNITY Radios - December 2013 Update
Importance: High

ALCON - as soon as you can, please provide me any/all feedback (Positive and Negative) you have on the Unity Portable Radio's that you have and been 'testing'..

I would like this by 1/6/2014 please!

R/

-----Original Message-----

From: (b)(6) NDW HQ, N3
Sent: Friday, December 27, 2013 12:17 PM
To: (b)(6) CIV NSA South Potomac (DLGR), N30

Subject: Fw: UNITY Radios - December 2013 Update

Chief

I know you attended the meeting, if you would like to pool all of those with the radios and see their findings, that would be great.

Just a FYI, I was at my house on Christmas Day and tried calling IH Communications and Pax River Communications on two separate occasions and I did not have enough signal to get out. Unsure if it was the area or if something was down (tower, etc.).

Thanks and Be Safe!

(b)(6)

Regional Fire Chief

----- Original Message -----

From: (b)(6) CIV NDW WNYD, N3

Sent: Friday, December 27, 2013 10:29 AM

To: (b)(6) NDW HQ, N3; (b)(6)

CIV NDW HQ, N3AT

Cc: (b)(6) CIV NDW HQ, N3

Subject: UNITY Radios - December 2013 Update

Good morning (b)(6) and (b)(6),

I expect to receive a POAM on the deployment schedule for the UNITY radios next week from N6. The contractor will be programming the radios with the profiles as discussed last month. The first deployment may happen as early as January 2014.

Can you send an e-mail out to your Chiefs and get the feedback on how the new radios performed in the known tough spots on their installations? Good and Bad information alike ... whatever tells the real story on how they work.

Thanks,

(b)(6)

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW NSAA, N30 (b)(6) |
Sent: Thursday, January 02, 2014 6:41 AM
To: (b)(6) CIV NNMC
Cc: (b)(6) CIV NDW NSAA, N30
Subject: RE: UNITY Radios - December 2013 Update
Signed By: (b)(6)

Chief,

Negative, I have had no contact with him or anyone from his office.

(b)(6), Battalion Chief

-----Original Message-----

From: (b)(6) CIV NNMC [mailto:(b)(6)]
Sent: Thursday, January 02, 2014 6:16 AM
To: (b)(6) CIV NDW NSAA, N30
Subject: RE: UNITY Radios - December 2013 Update

Chief,

Any word from (b)(6) on the request that we submitted a week ago?

VR/

(b)(6)

(b)(6), CFI
District Fire Chief
Naval District Washington Fire & Emergency Services
Assigned to Naval Support Activity Bethesda
Montgomery County, Maryland 20889
301-319-8025 (Office)
301-295-0512 (Fax)
(b)(6) (Cell)
(b)(6)

"FOR OFFICIAL USE ONLY"

This message may contain pre-decisional, proprietary or sensitive but unclassified information and is intended only for the individual named; do not further disseminate or forward, this email (electronically or physically) without the expressed written consent of the sender. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

-----Original Message-----

From: (b)(6) CIV NDW NSAA, N30 [mailto:(b)(6)]
Sent: Wednesday, January 01, 2014 4:40 PM
To: (b)(6) CIV NSA South Potomac (DLGR), N30
Cc: (b)(6) CIV NDW NSAA, N30; (b)(6) CIV NNMC

Subject: RE: UNITY Radios - December 2013 Update

(b)(6)

As requested, my comments on the new portable radio system;

Charger - When the portable is docked into the charger, it doesn't make a solid connection. If not positioned perfectly, the battery will not charge. A more rigid connection would be better. This is a single charger.

Portable Case - The portable has a nice display window on the front of the portable, the case should have an open window to view the radio information. Visibility is important when we have limited vision and now were trying to see that small window on top of the portable.

Portable Radio - Seems a little heavy.

The remote mic should have an emergency activation button.

The Installation (NSA-Annapolis) main channel should be on channel 1 and 16, in case you can't determine which way you need to rotate your channel selector, you will always default to the main channel under

extreme conditions or confusion.

The radio does have a very clear speaker sound, I have transmitted the talked to the B/C at JBAB from Annapolis and everything was crystal clear.

Battery life appears to be very good, (b)(6)

(b)(6) said the bank charger seems to be a better way to go reference to charging the unit batteries. Battery connection very snug.

Testing in locations throughout our facility seems to be NO better than our current M/A Comm's, but the crews did like the clear transmissions.

I understand we may be able to use one portable radio and it will include our mutual aid channel's, I do have questions about how the EM Identifiers will work?

Seems to be a little better quality that the M/A Comm.

Submitted by,

(b)(6), Battalion Chief

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (DLGR), N30

Sent: Friday, December 27, 2013 12:57 PM

To: (b)(6) CIV NDW ANND, N30; (b)(6) CIV NDW NSAA, N30;

(b)(6) CIV NAS Patuxent River, N30; (b)(6) CIV NDW

DLGR, N30; (b)(6) CIV NDW WNYD, N30; (b)(6) CIV JB

Anacostia /Bolling HQ, JB30

Cc: (b)(6) NDW HQ, N3

Subject: FW: UNITY Radios - December 2013 Update

Importance: High

ALCON - as soon as you can, please provide me any/all feedback (Positive and Negative) you have on the Unity Portable Radio's that you have and been 'testing'..

I would like this by 1/6/2014 please!

R/

-----Original Message-----

From: (b)(6) NDW HQ, N3
Sent: Friday, December 27, 2013 12:17 PM
To: (b)(6) CIV NSA South Potomac (DLGR), N30
Subject: Fw: UNITY Radios - December 2013 Update

Chief

I know you attended the meeting, if you would like to pool all of those with the radios and see their findings, that would be great.

Just a FYI, I was at my house on Christmas Day and tried calling IH Communications and Pax River Communications on two separate occasions and I did not have enough signal to get out. Unsure if it was the area or if something was down (tower, etc.).

Thanks and Be Safe!

(b)(6)

Regional Fire Chief

----- Original Message -----

From: (b)(6) CIV NDW WNYD, N3
Sent: Friday, December 27, 2013 10:29 AM
To: (b)(6) NDW HQ, N3; (b)(6) CIV NDW HQ, N3AT
Cc: (b)(6) CIV NDW HQ, N3
Subject: UNITY Radios - December 2013 Update

Good morning (b)(6) and (b)(6),

I expect to receive a POAM on the deployment schedule for the UNITY radios next week from N6. The contractor will be programming the radios with the profiles as discussed last month. The first deployment may happen as early as January 2014.

Can you send an e-mail out to your Chiefs and get the feedback on how the new radios performed in the known tough spots on their installations? Good and Bad information alike ... whatever tells the real story on how they work.

Thanks,
(b)(6)

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW NSAA, N30 (b)(6)
Sent: Wednesday, January 01, 2014 4:40 PM
To: (b)(6) CIV NSA South Potomac (DLGR), N30
Cc: (b)(6) CIV NDW NSAA, N30; (b)(6) CIV NNMC
Subject: RE: UNITY Radios - December 2013 Update
Signed By: (b)(6)

(b)(6)

As requested, my comments on the new portable radio system;

Charger - When the portable is docked into the charger, it doesn't make a solid connection. If not positioned perfectly, the battery will not charge. A more rigid connection would be better. This is a single charger.

Portable Case - The portable has a nice display window on the front of the portable, the case should have an open window to view the radio information. Visibility is important when we have limited vision and now were trying to

see that small window on top of the portable.

Portable Radio - Seems a little heavy.

The remote mic should have an emergency activation button.

The Installation (NSA-Annapolis) main channel should be on channel 1 and 16, in case you can't determine which way you need to rotate your channel selector, you will always default to the main channel under extreme conditions or confusion.

The radio does have a very clear speaker sound, I have transmitted the talked to the B/C at JBAB from Annapolis and everything was crystal clear.

Battery life appears to be very good, (b)(6) said the bank charger seems to be a better way to go reference to charging the unit batteries. Battery connection very snug.

Testing in locations throughout our facility seems to be NO better than our current M/A Comm's, but the crews did like the clear transmissions.

I understand we may be able to use one portable radio and it will include our mutual aid channel's, I do have questions about how the EM Identifiers will work?

Seems to be a little better quality that the M/A Comm.

Submitted by,

(b)(6), Battalion Chief

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (DLGR), N30
Sent: Friday, December 27, 2013 12:57 PM
To: (b)(6) CIV NDW ANND, N30; (b)(6) CIV NDW NSAA, N30; (b)(6)
CIV NAS Patuxent River, N30; (b)(6) CIV NDW DLGR, N30; (b)(6) CIV
NDW WNYD, N30; (b)(6) CIV JB Anacostia /Bolling HQ, JB30
Cc: (b)(6) NDW HQ, N3
Subject: FW: UNITY Radios - December 2013 Update
Importance: High

ALCON - as soon as you can, please provide me any/all feedback (Positive and Negative) you have on the Unity Portable Radio's that you have and been 'testing'..

I would like this by 1/6/2014 please!

R/

-----Original Message-----

From: (b)(6) NDW HQ, N3
Sent: Friday, December 27, 2013 12:17 PM
To: (b)(6) CIV NSA South Potomac (DLGR), N30
Subject: Fw: UNITY Radios - December 2013 Update

Chief

I know you attended the meeting, if you would like to pool all of those with the radios and see their findings, that would be great.

Just a FYI, I was at my house on Christmas Day and tried calling IH Communications and Pax River Communications on two separate occasions and I did not have enough signal to get out. Unsure if it was the area or if something was down (tower, etc.).

Thanks and Be Safe!

(b)(6)
Regional Fire Chief

----- Original Message -----

From: (b)(6) CIV NDW WNYD, N3
Sent: Friday, December 27, 2013 10:29 AM
To: (b)(6) NDW HQ, N3; (b)(6) CIV NDW HQ, N3AT
Cc: (b)(6) CIV NDW HQ, N3
Subject: UNITY Radios - December 2013 Update

Good morning (b)(6) and (b)(6),

I expect to receive a POAM on the deployment schedule for the UNITY radios next week from N6. The contractor will be programming the radios with the profiles as discussed last month. The first deployment may happen as early as January 2014.

Can you send an e-mail out to your Chiefs and get the feedback on how the new radios performed in the known tough spots on their installations? Good and Bad information alike ... whatever tells the real story on how they work.

Thanks,
(b)(6)

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW NSAA, N30 (b)(6)
Sent: Thursday, October 31, 2013 8:15 AM
To: (b)(6) CIV NNMC
Cc: (b)(6) CIV NDW NSAA, N30; (b)(6) CIV NSA Annapolis HQ, N30;
(b)(6) CIV NDW WYND, N30; (b)(6)
Subject: ELMR radio reprogramming and LifePak 15
Signed By: (b)(6)

(b)(6)

This is the follow-up email reference to our conversation about the ELMR radio in E-201. There is two heads (one in cab and one in outside compartment) that needs to be reprogrammed to default to Annapolis. This will also include reprogramming the 4 portable radios so all (mobile and portables) have identifiers as Engine 461. The portable position location assigned will not change, just the apparatus number on the portable.

I did speak to (b)(6) and (b)(6) this morning about the LifePak 15, we would like to have a spare on site and we would like to have one of your spare units reassigned to Annapolis.

Thanks for your assistance,

(b)(6), Battalion Chief

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW HQ, N61 (b)(6)
Sent: Thursday, November 15, 2012 12:26 PM
To: (b)(6) CIV NSA Bethesda; (b)(6) CIV DLGR, N6E; (b)(6) CIV
NDW DLGR, N61
Cc: (b)(6); (b)(6) CIV NSA Bethesda; (b)(6) CIV NNMC;
(b)(6) CIV NSA Bethesda
Subject: Re: Radios
Signed By: (b)(6)

(b)(6),

That is great news. My team will be on site Monday to begin programming and inventory all radios. Please ensure all existing Police/Fire/EM radios (portables & mobiles) will be available for this effort. I foresee this process taking a couple days.

(b)(6), CIV
N61 Regional Network Manager
N61 eLMR Program Manager
Naval District Washington
NIPR: (b)(6)
SIPR: (b)(6)

Commercial: (540) 653-6463

DSN: 249-6463

BlackBerry: (b)(6)

-----Original Message-----

From: (b)(6) CIV NSA Bethesda
To: (b)(6)
To: (b)(6)
To: (b)(6) CIV NDW HQ, N61
Cc: (b)(6) CIV NDW WNYD, N35
Cc: (b)(6) CIV NSA Bethesda
Cc: (b)(6) CIV NNMC
Cc: (b)(6) CIV NSA Bethesda
Subject: Fw: Radios
Sent: Nov 15, 2012 11:39

Good Morning NDW N6 staff,

Here is the delivery date for the ELMR radios from Superior. As discussed your team will be on board to start programming the other Radios and ELMR Consoles.

The only change is programming the Bldg 7 ELMR console but leaving it there until Bldg 17 is ready for the Dispatchers to move (pending final Hugs/Metu Alarm and Meters).

Please advise how many parking spaces and what time you will arrive on Monday.

Thanks, (b)(6)

(b)(6)

Emergency Manager
NSA Bethesda
301-295-2219

----- Original Message -----

From: (b)(6) [mailto:(b)(6)]

(b)(6)

CIV NNMC

From: (b)(6) CIV NSA Bethesda
Sent: Tuesday, December 17, 2013 9:44 AM
To: (b)(6) CIV NSA Bethesda
Cc: (b)(6) CIV NNMC
Subject: ELMR Radio Cutting Out
Signed By: (b)(6)

(b)(6),

I placed a work order for the radio cutting out during transmissions. I will keep you informed.

(b)(6)

(b)(6)

CIV NNMC

From: (b)(6) CIV NNMC
Sent: Thursday, December 19, 2013 2:36 PM
To: (b)(6) CIV NSA Bethesda
Subject: Re: BFPE /SAC RADIOS

Not a problem.

----- Original Message -----

From: (b)(6) CIV NSA Bethesda
Sent: Thursday, December 19, 2013 12:02 PM Eastern Standard Time
To: (b)(6) CIV NNMC
Subject: Fw: BFPE /SAC RADIOS

(b)(6),

Is it ok to put these 4 radios on the new fire freq?

I also need NIH serial # and what unit they are assigned to.

(b)(6)

----- Original Message -----

From: (b)(6) [mailto:(b)(6)]
Sent: Thursday, December 19, 2013 11:34 AM Eastern Standard Time
To: (b)(6) CIV NSA Bethesda
Subject: Re: BFPE /SAC RADIOS

9143096 (b)(6) -SA1

9146764 "floater" SA2

9143058 (b)(6) BF1

9143329 (b)(6) BF2

Thx (b)(6)!

(b)(6)

After Hours Emergency Management
443-277-3112

(b)(6)

On Dec 19, 2013, at 10:23 AM, (b)(6) <(b)(6)> wrote:

> Get info for you asap!

>

> (b)(6)

> After Hours Emergency Management

> 443-277-3112

> (b)(6)

>

(b)(6)

CIV NNMC

From: (b)(6) CIV NNMC
Sent: Friday, December 27, 2013 9:35 AM
To: (b)(6)
Cc: (b)(6) CIV NSA Annapolis HQ, N30; (b)(6) CIV NSA Annapolis HQ,
N30; (b)(6) NDW HQ, N3; (b)(6) CIV NSA South Potomac
(DLGR), N30; (b)(6) CIV NDW NSAA, N30'
Subject: ELMR Portable/Mobile Radio's
Signed By: (b)(6)
Importance: High

(b)(6),

Greetings from NSA Bethesda. I hope you had a good holiday. I have been tasked by the Regional Fire Chief to work all issues related to our ELMR system. I have an issue at NSA Annapolis Fire & Emergency Services. They have submitted a work ticket through the CNIC Help Desk on the 27th August 2013 to have (2) operations performed on their radios. The ticket number is as follows: 000000377812. The first is to reprogram the mobile radio in Engine 201, now identified as Engine 461. They also have (4) portable radios that need to be programmed for the riding position that the portable radio corresponds with.

I understand that you all have been extremely busy, but this issue is starting to grow wings and I would like to get this addressed as soon as possible to prevent any further problems. My contact information is provided below and the POC for Annapolis is as follows as it pertains to this ticket:

Battalion Fire Chief (b)(6)
Office: 410-293-5775
Cell: (b)(6)
Email: (b)(6)

Should you have any questions, please contact (b)(6) or me and we will be happy to address the questions. Thank you again in advance for your assistance on this matter.

VR/
(b)(6)

(b)(6) CFI
District Fire Chief
Naval District Washington Fire & Emergency Services
Assigned to Naval Support Activity Bethesda
Montgomery County, Maryland 20889
301-319-8025 (Office)
301-295-0512 (Fax)
(b)(6) (Cell)
(b)(6)

"FOR OFFICIAL USE ONLY"

This message may contain pre-decisional, proprietary or sensitive but

unclassified information and is intended only for the individual named; do not further disseminate or forward, this email (electronically or physically) without the expressed written consent of the sender. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

(b)(6)

CIV NNMC

From: (b)(6) CIV NSA South Potomac (INHD), N30 (b)(6)
Sent: Friday, October 11, 2013 10:33 AM
To: (b)(6) CIV NDW; (b)(6) CIV NDW ANND, N30; (b)(6)
CIV NAS Patuxent River, N30; (b)(6) CIV NAS Patuxent River, N30; (b)(6) ,
(b)(6) CIV NDW NSAA, N30; McDonald, John C CIV NDW ANND, N30; (b)(6)
D CIV NSA Annapolis HQ, N30; (b)(6) CIV NNMC
Subject: Single Emergency Tone.

Chiefs,

Would like your input as to whether your stations can easily hear the short single tone for emergency's in the middle of the night. We have had on many occasions found where the short single tone did not awaken the majority of the men. It could easily be due to our geriatric intercom system here, but I wanted to ask all the other stations for your input before I placed a request for change.

(b)(6)

Battalion Fire Chief
Naval Support Activity South Potomac
NSF Dahlgren Fire & EMS
17658 Dahlgren Rd.
Bldg 411
Dahlgren, Va. 22448
Office: (540) 653-6673
Station: (540) 653-8726
Fax: (540) 653-6466
email: (b)(6)

"Humility is not thinking less of yourself; rather, it is thinking of yourself less."
C.S. Lewis

(b)(6) CIV NNMCM

From: (b)(6) CIV NDW NSAA, N30 (b)(6)
Sent: Saturday, October 12, 2013 8:26 AM
To: (b)(6) CIV NSA South Potomac (INHD), N30; (b)(6) CIV NDW; (b)(6)
(b)(6) CIV NDW ANND, N30; (b)(6) CIV NAS Patuxent River, N30; (b)(6)
(b)(6) CIV NAS Patuxent River, N30; (b)(6) CIV NDW ANND, N30; (b)(6)
(b)(6) CIV NSA Annapolis HQ, N30; (b)(6) CIV NNMCM
Cc: (b)(6) CIV NDW NSAA, N30; (b)(6) CIV NSA Annapolis HQ, N30;
(b)(6) CIV NSA Annapolis HQ, N30
Subject: RE: Single Emergency Tone.
Signed By: (b)(6)

(b)(6)

At Annapolis, we do have a single tone but it pulsates like 4 or 5 times giving you the effect multiple tones. This seems to work well here and we haven't had complaints that individuals could not hear and/or were missing the alert. Our only problem is the intercom/PA system amplifier is accessible to those setting in the watch office and they tend to adjust the volume while working on the computer or watching TV.

(b)(6), Battalion Chief

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (INHD), N30
Sent: Friday, October 11, 2013 10:33 AM
To: (b)(6) CIV NDW; (b)(6) CIV NDW ANND, N30; (b)(6) CIV NAS
Patuxent River, N30; (b)(6) CIV NAS Patuxent River, N30; (b)(6) CIV NDW
NSAA, N30; (b)(6) CIV NDW ANND, N30; (b)(6) CIV NSA Annapolis HQ, N30;
(b)(6)
Subject: Single Emergency Tone.

Chiefs,

Would like your input as to whether your stations can easily hear the short single tone for emergency's in the middle of the night. We have had on many occasions found where the short single tone did not awaken the majority of the men. It could easily be due to our geriatric intercom system here, but I wanted to ask all the other stations for your input before I placed a request for change.

(b)(6)

Battalion Fire Chief
Naval Support Activity South Potomac
NSF Dahlgren Fire & EMS
17658 Dahlgren Rd.
Bldg 411
Dahlgren, Va. 22448
Office: (540) 653-6673
Station: (540) 653-8726
Fax: (540) 653-6466
email: (b)(6)

"Humility is not thinking less of yourself; rather, it is thinking of yourself less."
C.S. Lewis

(b)(6)

CIV NNMC

From: (b)(6) CIV NAS Patuxent River, N30 (b)(6)]
Sent: Monday, October 14, 2013 8:49 AM
To: (b)(6) CIV NDW ANND, N30; (b)(6) CIV NSA South Potomac (INHD),
N30; (b)(6) CIV NDW; (b)(6) CIV NAS Patuxent River, N30;
(b)(6) CIV NDW NSAA, N30; (b)(6) CIV NDW ANND, N30; (b)(6)
(b)(6) CIV NSA Annapolis HQ, N30; (b)(6) CIV NNMC
Subject: RE: Single Emergency Tone.
Signed By: (b)(6)

I agree and think it would be worth looking into the feasibility of getting some sort of alerting system in all stations throughout the region that is compatible with the RDC/ELMR system. We had a system here at Pax that had an alert signal for structural and different one for crash it also activated lights in the station which helped wake personnel as well as making it safer to get to the trucks, and could also alert only the station due on the call not all. We lost that when the RDC stood up and were told it was not needed because no one else in the region had it, guess we do need it and it needs to be addressed with N6/RDC.

(b)(6)

Battalion Chief-Operations
NDW Fire and Emergency Services
47795 Jackson Road
Building 103 Room 212
Patuxent River, MD 20670
Office 301-342-1403
Cell (b)(6)
Fax 301-995-7353

-----Original Message-----

From: (b)(6) CIV NDW ANND, N30
Sent: Monday, October 14, 2013 8:13 AM
To: (b)(6) CIV NSA South Potomac (INHD), N30; (b)(6) CIV NDW; (b)(6)
(b)(6) CIV NAS Patuxent River, N30; (b)(6) CIV NAS Patuxent River, N30; (b)(6),
(b)(6) CIV NDW NSAA, N30; (b)(6) CIV NDW ANND, N30; (b)(6) CIV NSA
Annapolis HQ, N30; (b)(6)
Subject: RE: Single Emergency Tone.

Chief,

You are correct the single alert tone is not enough to wake these guys & girls at night. Most of them have learned to tune out background noise that comes from living in a fire station for an extended period of time. It would be much more effective to use a warble or other type of tone for station alerting at night.

(b)(6)

Battalion Fire Chief - Operations
NDW Fire & Emergency Services
Joint Base Anacostia Bolling &
Naval Support Activity Washington
202-767-1908 (Office)
202-320-2236 (Ops Duty Phone)

(b)(6)

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (INHD), N30

Sent: Friday, October 11, 2013 10:33

To: (b)(6) CIV NDW; (b)(6)

CIV NDW ANND, N30; (b)(6)

CIV NAS

Patuxent River, N30; (b)(6)

CIV NAS Patuxent River, N30; (b)(6)

CIV NDW

NSAA, N30; (b)(6)

CIV NDW ANND, N30; (b)(6)

CIV NSA Annapolis HQ, N30;

(b)(6)

Subject: Single Emergency Tone.

Chiefs,

Would like your input as to whether your stations can easily hear the short single tone for emergency's in the middle of the night. We have had on many occasions found where the short single tone did not awaken the majority of the men. It could easily be due to our geriatric intercom system here, but I wanted to ask all the other stations for your input before I placed a request for change.

(b)(6)

Battalion Fire Chief

Naval Support Activity South Potomac

NSF Dahlgren Fire & EMS

17658 Dahlgren Rd.

Bldg 411

Dahlgren, Va. 22448

Office: (540) 653-6673

Station: (540) 653-8726

Fax: (540) 653-6466

email: (b)(6)

"Humility is not thinking less of yourself; rather, it is thinking of yourself less."

C.S. Lewis

(b)(6)

CIV NNMC

From: (b)(6) CIV NSA South Potomac (INHD), N30 (b)(6)
Sent: Wednesday, October 16, 2013 8:19 AM
To: (b)(6) CIV NAS Patuxent River, N30; (b)(6) CIV NDW; (b)(6)
(b)(6) CIV NNMC; (b)(6) CIV NDW ANND, N30; (b)(6) CIV NDW ANND,
N30; (b)(6) CIV NDW NSAA, N30; (b)(6) CIV NAS Patuxent River,
N30
Cc: (b)(6) CIV NSA South Potomac (DLGR), N30
Subject: Dispatch Tones/Single (non-warble) tone

All,

I would like to thank all of you that responded to the email concerning the "single (non-warble) alert tone for emergency response. I have forwarded all of your concerns via email attachments along with mine to (b)(6), so that the concerns could be placed on the agenda and discussed at the next Regional District's Meeting.

Respectfully,

(b)(6)

Battalion Fire Chief
Naval Support Activity South Potomac
NSF Dahlgren Fire & EMS
17658 Dahlgren Rd.
Bldg 411
Dahlgren, Va. 22448
Office: (540) 653-6673
Station: (540) 653-8726
Fax: (540) 653-6466
email: (b)(6)

"Humility is not thinking less of yourself; rather, it is thinking of yourself less."
C.S. Lewis

(b)(6)

CIV NNMC

From: (b)(6) CIV NAS Patuxent River, N30 (b)(6)
Sent: Monday, October 21, 2013 3:35 PM
To: (b)(6) CIV NNMC
Subject: FW: Incident INC000000396720 receipt confirmation.
Signed By: (b)(6)

Chief,

FYI - Trouble Ticket submitted for ELMR Mobile Radio OOS on Pax E-132.

V/R,

(b)(6)

240-298-6286

-----Original Message-----

From: (b)(6) CIV NAS Patuxent River HQ, N61
Sent: Monday, October 21, 2013 8:12
To: (b)(6) CIV NAS Patuxent River, N30
Subject: RE: Incident INC000000396720 receipt confirmation.

(b)(6),

Good morning. Yes on it now.

V/r,

(b)(6)

-----Original Message-----

From: (b)(6) CIV NAS Patuxent River, N30
Sent: Monday, October 21, 2013 8:10
To: (b)(6) CIV NAS Patuxent River HQ, N61
Cc: (b)(6) CIV NAS Patuxent River, N30; (b)(6) CIV NAS Patuxent River, N30; (b)(6) CIV NAS Patuxent River, N30; (b)(6) NDW HQ, N3
Subject: FW: Incident INC000000396720 receipt confirmation.

(b)(6) ,

E-132 out of Fire Station 2 Bldg 443 has no power to the ELMR Mobile Radio (Both Heads of a Duel Head Unit). Trouble Ticket# 396720 called in this morning for a critical request. Could you please work your magic and ensure this is on the top of the priority list.

Thanks,

(b)(6)

Battalion Chief
NDW/NAS Patuxent River
Fire & Emergency Services
240-298-6286

-----Original Message-----

From: Remedy Support Center [<mailto:DO NOT REPLY@navy.mil>]

Sent: Monday, October 21, 2013 8:00

To: (b)(6) CIV NAS Patuxent River, N30

Subject: Incident INC000000396720 receipt confirmation.

Dear (b)(6)

We are pleased to inform you that your reported Incident has been received by the CNIC Support Center. Your assigned Reference Number is INC000000396720. This number should be retained for reference purposes.

Reference No.: INC000000396720

Summary: ELMR - Subscriber Unit Issue / PAX River Firestation #2 / Engine # 132

Please do not hesitate to contact the Support Center at 1.888.264.4255 should there be any further questions or inquiries regarding your Incident. Please quote your assigned Reference Number.

Yours sincerely,

CNIC Support Center Staff

(b)(6)

CIV NNMC

From: (b)(6) CIV NAS Patuxent River, N30 (b)(6)
Sent: Tuesday, October 22, 2013 4:28 PM
To: (b)(6) CIV NAS Patuxent River HQ, N61
Cc: (b)(6) CIV NNMC; (b)(6) NDW HQ, N3; (b)(6) CIV
Subject: RE: Engine 132 Radio
Signed By: (b)(6)

(b)(6) ,

Update on Engine 132 Mobile Radio - After trouble shooting and not finding the problem, the contractor has removed the radio to take back to the shop and bench test. I do believe but am not positive, that he did try to replace the radio with a different one that did not work either. Word is that he will attempt to return by tomorrow afternoon.

V/R,

(b)(6)

240-298-6286

-----Original Message-----

From: (b)(6) CIV NAS Patuxent River HQ, N61
Sent: Tuesday, October 22, 2013 12:17
To: (b)(6) CIV NAS Patuxent River, N30
Subject: FW: Engine 132 Radio

(b)(6),

Good afternoon. The latest on Superior. Let me know when it is fixed.

(b)(6)

-----Original Message-----

From: (b)(6) CIV NDW HQ, N61
Sent: Tuesday, October 22, 2013 9:06
To: (b)(6) CIV NAS Patuxent River HQ, N61
Cc: (b)(6) CIV NDW DLGR, N61; (b)(6) CIV NDW DLGR, N61
Subject: RE: Engine 132 Radio

(b)(6) ,

Superior Communications will have a technician report to Pax River Tuesday 22, 2013 in the AM to diagnose the issue and make any repairs needed.

(b)(6)

, CIV

N61 Regional Network Manager

N61 eLMR Program Manager

Naval District Washington

NIPR: (b)(6)

SIPR: (b)(6)

Commercial: (540) 653-6463

DSN: 249-6463

BlackBerry: (b)(6)

-----Original Message-----

From: (b)(6) CIV NDW DLGR, N61
Sent: Tuesday, October 22, 2013 8:52 AM
To: (b)(6) CIV NDW HQ, N61
Cc: (b)(6) CIV NDW DLGR, N61
Subject: FW: Engine 132 Radio

FYA

-----Original Message-----

From: (b)(6) CIV NAS Patuxent River HQ, N61
Sent: Tuesday, October 22, 2013 8:50 AM
To: (b)(6) CIV NDW DLGR, N61; (b)(6) CIV NDW DLGR, N61
Subject: Engine 132 Radio

(b)(6) and (b)(6) ,

Good morning. The Fire Chief called this morning (as I knew he would) and asked when Superior is coming out to fix the Radio! Do they contact you when they are coming out for service or do you contact them? What do I tell the Fire Chief about when they are coming out? I need to make sure the Fire truck is available and not in the field. Thanks guys for all your help.

V/r,

(b)(6)

NDW N61 IT Specialist (Networks)
Building 8133
Webster Field Annex
Webster Field, MD 20684-4014
Office: 301.995-8164
(b)(6)

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW ANND, N30 (b)(6)]
Sent: Monday, October 28, 2013 4:24 PM
To: (b)(6) CIV NNMC
Subject: FW: NDW N6 Service Request - Your Record Number is: NDWN6_2013-10-28T16:03:45
Signed By: (b)(6)

Chief,

Per Chief CP's request I will be forwarding you all of our radio trouble reports. This report was filed today and we currently have 8 reports active in the N6, G2 site.

(b)(6)

Battalion Fire Chief - Operations
NDW Fire & Emergency Services
Joint Base Anacostia Bolling &
Naval Support Activity Washington
202-767-1908 (Office)
202-320-2236 (Ops Duty Phone)

(b)(6)

-----Original Message-----

From: donotreply@g2.cnic.navy.mil [<mailto:donotreply@g2.cnic.navy.mil>]
Sent: Monday, October 28, 2013 16:19
To: (b)(6) CIV NDW ANND, N30
Cc: (b)(6) CIV NDW ANND, N30
Subject: NDW N6 Service Request - Your Record Number is: NDWN6_2013-10-28T16:03:45

[Submitted by (b)(6)]

Link to the Service Request

<https://g2.cnic.navy.mil/tscnrndw/N6/SR/layouts/FormServer.aspx?XmlLocation=/tscnrndw/N6/SR/Request/NDWN6_2013-10-28T16_03_45.xml&Source=https://g2.cnic.navy.mil/tscnrndw/N6/SR/Request/Forms/AllItems.aspx&DefaultItemOpen=1>

This email is your confirmation of a NDW N6 Service Request submitted by you or on your behalf. Please keep this e-mail for your records until your service request has been completed and use the "Record Number" below for any follow up.

Have a great Navy day!

- NDW N6 Support Team

Record Number:
NDWN6_2013-10-28T16:03:45

Service:
ELMR Support

Description:

While operating on a medical call at building 104 at the WNY on the 3rd floor. E42 could not transmit or receive with the RDC. E42 had to walk to a nearby window to transmit, the radio went into cc scan.

Priority: Normal

Requested By:

(b)(6)

(b)(6)

2027671908

Requested For:

(b)(6)

(b)(6)

2024333334

Technical Assistance Please E-Mail NDW\N62

<mailto:(b)(6); (b)(6)

>

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW ANND, N30 (b)(6)]
Sent: Tuesday, October 29, 2013 1:54 PM
To: (b)(6) CIV NNMC
Subject: FW: NDW N6 Service Request - Your Record Number is: NDWN6_2013-10-28T16:19:01
Signed By: (b)(6)

FYI

-----Original Message-----

From: donotreply@g2.cnic.navy.mil [mailto:donotreply@g2.cnic.navy.mil]
Sent: Monday, October 28, 2013 16:21
To: (b)(6) CIV NDW ANND, N30
Cc: (b)(6) CIV NDW ANND, N30
Subject: NDW N6 Service Request - Your Record Number is: NDWN6_2013-10-28T16:19:01

[Submitted by (b)(6)]

Link to the Service Request

<https://g2.cnic.navy.mil/tscnrndw/N6/SR/layouts/FormServer.aspx?XmlLocation=/tscnrndw/N6/SR/Request/NDWN6_2013-10-28T16_19_01.xml&Source=https://g2.cnic.navy.mil/tscnrndw/N6/SR/Request/Forms/AllItems.aspx&DefaultItemOpen=1>

This email is your confirmation of a NDW N6 Service Request submitted by you or on your behalf. Please keep this e-mail for your records until your service request has been completed and use the "Record Number" below for any follow up.

Have a great Navy day!

- NDW N6 Support Team

Record Number:
NDWN6_2013-10-28T16:19:01

Service:
ELMR Support

Description:

Priority: Normal

Requested By:
(b)(6)

(b)(6)

2027671908

Requested For:
(b)(6)

(b)(6)

2027675407

Technical Assistance Please E-Mail NDW\N62
<mailto:(b)(6); (b)(6)>

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW ANND, N30 (b)(6)]
Sent: Friday, November 01, 2013 10:27 AM
To: (b)(6) CIV NNMC
Subject: FW: NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-01T10:15:05
Signed By: (b)(6)

FYI

-----Original Message-----

From: donotreply@g2.cnic.navy.mil [<mailto:donotreply@g2.cnic.navy.mil>]
Sent: Friday, November 01, 2013 10:18
To: (b)(6) CIV NDW ANND, N30
Cc: (b)(6) CIV NSA South Potomac (DLGR), N30
Subject: NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-01T10:15:05

[Submitted by (b)(6)]

Link to the Service Request

<https://g2.cnic.navy.mil/tscnrndw/N6/SR/layouts/FormServer.aspx?XmlLocation=/tscnrndw/N6/SR/Request/NDWN6_2013-11-01T10_15_05.xml&Source=https://g2.cnic.navy.mil/tscnrndw/N6/SR/Request/Forms/AllItems.aspx&DefaultItemOpen=1>

This email is your confirmation of a NDW N6 Service Request submitted by you or on your behalf. Please keep this e-mail for your records until your service request has been completed and use the "Record Number" below for any follow up.

Have a great Navy day!

- NDW N6 Support Team

Record Number:
NDWN6_2013-11-01T10:15:05

Service:
ELMR Support

Description:

Mobile Radio is switching to CC Scan randomly while transmitting, cutting off the radio transmissions. Radio became digital and unreadable.

Priority: Normal

Requested By:
(b)(6)

(b)(6)

2027671908

Requested For:

(b)(6)

(b)(6)

2027672423

Technical Assistance Please E-Mail NDW\N62

<mailto:(b)(6); (b)(6)>

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW ANND, N30 (b)(6)
Sent: Friday, November 01, 2013 10:27 AM
To: (b)(6) CIV NNMC
Subject: FW: NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-01T10:18:05
Signed By: (b)(6)

FYI

-----Original Message-----

From: donotreply@g2.cnic.navy.mil [<mailto:donotreply@g2.cnic.navy.mil>]
Sent: Friday, November 01, 2013 10:25
To: (b)(6) CIV NDW ANND, N30
Cc: (b)(6) CIV NSA South Potomac (DLGR), N30
Subject: NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-01T10:18:05

[Submitted by (b)(6)]

Link to the Service Request

<https://g2.cnic.navy.mil/tscnrndw/N6/SR/layouts/FormServer.aspx?XmlLocation=/tscnrndw/N6/SR/Request/NDWN6_2013-11-01T10_18_05.xml&Source=https://g2.cnic.navy.mil/tscnrndw/N6/SR/Request/Forms/AllItems.aspx&DefaultItemOpen=1>

This email is your confirmation of a NDW N6 Service Request submitted by you or on your behalf. Please keep this e-mail for your records until your service request has been completed and use the "Record Number" below for any follow up.

Have a great Navy day!

- NDW N6 Support Team

Record Number:
NDWN6_2013-11-01T10:18:05

Service:
ELMR Support

Description:

While operating on an emergency call at Building 59 on NRL unable to transmit from inside the structure, had to walk to a window or door to communicate with incoming units.

Priority: Normal

Requested By:

(b)(6)

(b)(6)

2027671908

Requested For:

(b)(6)

(b)(6)

2027672423

Technical Assistance Please E-Mail NDW\N62

<mailto:(b)(6);(b)(6)>

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW ANND, N30 [(b)(6)]
Sent: Thursday, November 07, 2013 8:56 PM
To: (b)(6) CIV NNMC
Subject: FW: NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-07T20:50:52
Signed By: (b)(6)

FYI

-----Original Message-----

From: donotreply@g2.cnic.navy.mil [<mailto:donotreply@g2.cnic.navy.mil>]
Sent: Thursday, November 07, 2013 20:54
To: (b)(6) CIV NDW ANND, N30
Cc: (b)(6) D CIV NDW ANND, N30
Subject: NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-07T20:50:52

[Submitted by (b)(6)]

Link to the Service Request

<https://g2.cnic.navy.mil/tscnrndw/N6/SR/layouts/FormServer.aspx?XmlLocation=/tscnrndw/N6/SR/Request/NDWN6_2013-11-07T20_50_52.xml&Source=https://g2.cnic.navy.mil/tscnrndw/N6/SR/Request/Forms/AllItems.aspx&DefaultItemOpen=1>

This email is your confirmation of a NDW N6 Service Request submitted by you or on your behalf. Please keep this e-mail for your records until your service request has been completed and use the "Record Number" below for any follow up.

Have a great Navy day!

- NDW N6 Support Team

Record Number:
NDWN6_2013-11-07T20:50:52

Service:
ELMR Support

Description:

While operating on a reported building fire units has to switch to the conventional channel for operations. Radios 9138160 & 9146504 could not transmit or receive on conventional, green light would come on but no voice in or out. Radios worked on normal NPFDISP, but not on conventional

Priority: Normal

Requested By:
(b)(6)

(b)(6)

2027671908

Requested For:

(b)(6)

(b)(6)

2027671908

Technical Assistance Please E-Mail NDW\N62

<mailto:(b)(6); (b)(6)>

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW ANND, N30 (b)(6)]
Sent: Thursday, November 07, 2013 8:55 PM
To: (b)(6) CIV NNMC
Subject: FW: NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-07T20:48:39
Signed By: (b)(6)

FYI

-----Original Message-----

From: donotreply@g2.cnic.navy.mil [mailto:donotreply@g2.cnic.navy.mil]
Sent: Thursday, November 07, 2013 20:51
To: (b)(6) CIV NDW ANND, N30
Cc: (b)(6) CIV NDW ANND, N30
Subject: NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-07T20:48:39

[Submitted by (b)(6)]

Link to the Service Request

<https://g2.cnic.navy.mil/tscnrndw/N6/SR/layouts/FormServer.aspx?XmlLocation=/tscnrndw/N6/SR/Request/NDWN6_2013-11-07T20_48_39.xml&Source=https://g2.cnic.navy.mil/tscnrndw/N6/SR/Request/Forms/AllItems.aspx&DefaultItemOpen=1>

This email is your confirmation of a NDW N6 Service Request submitted by you or on your behalf. Please keep this e-mail for your records until your service request has been completed and use the "Record Number" below for any follow up.

Have a great Navy day!

- NDW N6 Support Team

Record Number:
NDWN6_2013-11-07T20:48:39

Service:
ELMR Support

Description:

While operating on a reported building fire at Building 399 Anacostia, units operating in the building had to switch to conventional channel due to lack of coverage in the building. In doing this we lost the radio identifier and emergency features.

Priority: Normal

Requested By:
(b)(6)

(b)(6)

2027671908

Requested For:

(b)(6)

(b)(6)

2027671908

Technical Assistance Please E-Mail NDW\N62

<mailto:(b)(6) ; (b)(6) >

(b)(6)

CIV NNMC

From: (b)(6) CIV NAS Patuxent River, N30 (b)(6)]
Sent: Tuesday, November 19, 2013 11:51 AM
To: (b)(6) CIV NNMC
Cc: (b)(6) NDW HQ, N3; (b)(6) CIV NAS Patuxent River, N30
Subject: RDC Failure Report
Signed By: (b)(6)

(b)(6)

FYI - RDC went off line this morning with Pax River for approximately 10 minutes (0830-0840). RDC Pax Dispatcher did notify us and successful communication checks were completed when back on line. I do not have the reason for the outage and as far as the dispatcher is aware, it was not scheduled.

V/R,

(b)(6)

240-298-6286

(b)(6)

CIV NNMC

From: (b)(6) CIV NDW ANND, N30 [(b)(6)]
Sent: Thursday, November 21, 2013 10:11 AM
To: (b)(6) CIV NNMC
Attachments: NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-21T10:06:48 (11.0 KB); NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-21T10:03:56 (11.4 KB); NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-21T10:01:35 (11.0 KB); NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-21T09:58:53 (11.3 KB); NDW N6 Service Request - Your Record Number is: NDWN6_2013-11-21T09:55:42 (10.8 KB)
Signed By: (b)(6)

Chief,

5 More N6 Radio Trouble Reports.

Respectfully,

(b)(6)

Battalion Fire Chief - Operations
NDW Fire & Emergency Services
Joint Base Anacostia Bolling &
Naval Support Activity Washington
202-767-1908 (Office)
202-320-2236 (Ops Duty Phone)

(b)(6)

(b)(6)

CIV NNMC

From: (b)(6) CIV NSA Annapolis HQ, N30 [(b)(6)]
Sent: Monday, December 02, 2013 8:22 AM
To: (b)(6) CIV NNMC
Subject: FW: Dispatch failure on Chimney Fire INC 13-618
Signed By: (b)(6)

Chief;

I see you were left off the email.
Forwarding for your usage.
Stay safe/

R/djm

(b)(6)

NDW F&ES / Annapolis
410.293.5775 Office
410.293.5797 Alternate

"Just because you want it to be...does not make it so"

Privacy Act of 1974, as amended, applies. This email may contain information that must be protected in accordance with 5 U.S.C.s 552a, as implemented within the DoD by 32 C.F.R. Part 310 and DoD 5400.11R and with the Department of the Navy by SECNAVINST 5211.5D. For Official Use Only. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission, nor for misinterpretations by the receiver of the contents. Remember OPSEC/COMSEC.

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (DLGR), N30
Sent: Monday, December 02, 2013 7:22
To: (b)(6) CIV NSA Annapolis HQ, N30; (b)(6) NDW HQ, N3
Cc: (b)(6) CIV NDW DLGR, N37; (b)(6) CIV NSA South Potomac (INHD), N30
Subject: FW: Dispatch failure on Chimney Fire INC 13-618

FYSA - Fortunately personnel were awake and able to hear a 'broken conversation' on the radio, take the initiative and respond to the address. Had it been in the middle of the night??

My question is - why was the call not (properly-per protocol/established procedures) dispatched, and why did another dispatcher have to leave their assigned post to cover/take over for the Dahlgren dispatcher?

A potential disaster was averted!

-----Original Message-----

From: (b)(6) CIV NSA South Potomac (DLGR), N30
Sent: Sunday, December 01, 2013 8:11 PM
To: (b)(6) CIV NSA South Potomac (DLGR), N30
Cc: (b)(6) CIV NDW; (b)(6) CIV NSA South Potomac (INHD), N30
Subject: Dispatch failure on Chimney Fire INC 13-618

(b)(6)

On the evening on 12-1-13 Company 28 ran a Chimney Fire at 813 Welch rd. at 18:51 hrs. When we received the call the tones were not dropped and all that was said over the radio in very low broken speech were the words "813 Welch" "Chimney" "Out of Control". Most of the guys in the station didn't even know we had a call. I informed them as I heard what I thought was a call and then confirmed by having F/F Shifflett contact dispatch. Upon arrival to the scene we asked for mutual aid from King George and Charles County.

After arriving back at the station I was informed by Dispatcher Seas that he had to take over for the dispatcher on duty for the call.

While what happened didn't affect the outcome of the call and there was no harm done to any person living at the residence the outcome could have been very different if it had been a full blown structure fire.

Our tones are heavily relied upon on our base because radio traffic is spotty at best in some buildings or if we are in a magazine area and have to leave our radio on the rig the tones at a distance can be heard over just a dispatcher talking.

Thank you in advance for looking into this matter for us.